

Section A

1 If you have had an urgent medical problem were you able to be seen on the same day?

yes	no	never needed	can't remember
102	14	80	2
87.93%	12.07%		

2 When you ask to see a doctor are you usually able to have an appointment within 48 hours with any doctor (not necessarily a doctor of your choice)?

yes	no	never tried	can't remember
157	21	16	4
88.20%	11.80%		

3 Approximately how long do you wait to see the doctor of your choice?

same day	up to 48h	up to 1wk	up to 2wks	Longer
16	77	88	12	4
8.12%	39.09%	44.67%	6.09%	2.03%

4 Are you satisfied with the times of appointments offered to you?

yes	no
182	13
93.33%	6.67%

5 If you had a choice of appointment times, tick all of the following which would most suit your needs:

7-9am	9-12am	1-2pm	2-4pm	4-6pm	6-8pm	Sat am
91	120	65	86	101	63	72
15.22%	20.07%	10.87%	14.38%	16.89%	10.54%	12.04%

6 If there were a drop-in service that did not require an appointment, would you use it?

yes	no
170	26
86.73%	13.27%

7 How long would you be prepared to wait at a drop-in service?

up to 30 mins	up to 1h	1h+
68	97	16
37.57%	53.59%	8.84%

8 Please rate the following services available at the surgery:

a. Doctor telephone consultation

very good	good	average	poor	very poor	not used
70	42	19	6	0	59
51.09%	30.66%	13.87%	4.38%	0.00%	

b. on line appointment booking

very good	good	average	poor	v poor	not used
47	30	6	6	1	107
52.22%	33.33%	6.67%	6.67%	1.11%	

c. telephone appointment booking

very good	good	average	poor	v poor	not used
111	51	15	4	2	14
60.66%	27.87%	8.20%	2.19%	1.09%	

d. ordering repeat prescription

very good	good	average	poor	v poor	not used
116	48	15	1	1	16
64.09%	26.52%	8.29%	0.55%	0.55%	

Section B

9 If you have had a hospital referral in the last 12 months, how satisfied were you with the following?

a. first communications with hospital

very satisfied	satisfied	=	dissatisfied	v dissatisfied
40	54	7	5	3
36.70%	49.54%	6.42%	4.59%	2.75%

b. waiting time for first consultation

very satisfied	satisfied	=	dissatisfied	v dissatisfied
28	44	12	19	6
25.69%	40.37%	11.01%	17.43%	5.50%

c. location of consultation

very satisfied	satisfied	=	dissatisfied	v dissatisfied
34	60	8	3	1
32.08%	56.60%	7.55%	2.83%	0.94%

d. courtesy received at hospital

very satisfied	satisfied	=	dissatisfied	v dissatisfied
53	47	6	1	1
49.07%	43.52%	5.56%	0.93%	0.93%

e. time to reach final diagnosis and treatment

very satisfied	satisfied	=	dissatisfied	v dissatisfied
31	44	17	9	5
29.25%	41.51%	16.04%	8.49%	4.72%

10 Please read the following statements and tick the appropriate box.

a. I think that the condition and comfort of the Practice waiting room is good.

agree	=	disagree
131	46	20
66.50%	23.35%	10.15%

b. I am aware of the existence of Bishop's Castle Patients Group.

agree	=	disagree
149	13	33
76.41%	6.67%	16.92%

c. I am aware of what the Patients Group does.

agree	=	disagree
85	38	72
43.59%	19.49%	36.92%

d. I am aware of the existence of the Compassionate Community volunteer initiative.

agree	=	disagree
71	14	109
36.60%	7.22%	56.19%

e. I am aware that I can book a double GP appointment when necessary.

agree	=	disagree
84	31	79
43.30%	15.98%	40.72%

age	<18	18-30	31-50	51-65	>65
	18	6	19	58	97
	9.09%	3.03%	9.60%	29.29%	48.99%

student	full time work	part time work	not working	retired
18	38	26	3	113
9.09%	19.19%	13.13%	1.52%	57.07%

male	female	internet yes	internet no
72	126	149	49
36.36%	63.64%	75.25%	24.75%